

EXHIBIT 12

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Screenshot of the Verizon Wireless "Answers to FAQs" support page for Family Locator services.

Left Sidebar:

- Services
- FAQs
- Demos
- Forums & Blogs

Main Content Area:

Select a Category to View Related Support Topics

Features and Optional Services

- # Features
- 3-Way Calling
- 411 Search
- Alerts - Text and Picture
- Asian Language
- BilloMobile
- Call Forwarding
- Call Waiting
- Caller ID & Caller ID Blocking
- Content Filtering
- Data Session Call Waiting (CPOP)
- Equipment Protection
- Family Locator**
 - General Information
 - Configuring & Managing Family Locator
 - Getting Family Locator
 - Using Family Locator
 - Changes from Chaperone to Family Locator
- Friends & Family®
- Group Communication
- Network Programs
- No Answer/Busy Transfer
- Premium Voice Mail
- Roadside Assistance

Questions & Answers

- How do I locate a Family Member?
- How do I view a Family Member's Location from a 3-D Bird's Eye View?
- How can I use Family Locator?
- How do I create a Location?
- How do I review a Location I created?
- How do I view driving directions to a Location?
- How do I add Contacts?
- When do I receive Arrival & Departure updates on my phone?
- Where do I manage Family Locator settings?
- Where do I activate my Family Locator phones?
- How do I set up my profiles?
- How do I manage my privacy settings?
- How do I send a Family Message?
- How do I set up my Migo cell phone?
- What can cause a delay in receiving a Location Update or no Update once my Family Member has left a Location?**

Most often the phone has been turned off or is in on a call both of which prevent completion of location requests. Location information presented could also be delayed, inaccurate, interrupted or disrupted due to many factors such as atmospheric, environmental and geographic conditions, satellite location or other factors associated with use of satellites and satellite data, cell site location and information or other network conditions. Try to locate the cell phone again, it should provide the same or similar location to one of the earlier attempts. If you are unsure about your Family Member's location, you should place a call directly to the cell phone to contact your Family Member.

Right Sidebar:

- Password**: Input field for password, "Forgot User ID?", "Forgot Password?", "Register Using Setup Wizard", "Sign In" button.
- Get in Touch**: "Sign up for email updates", "Locate a Verizon Store in your area", "Contact Us by email or phone".
- Don't Worry About Losing Your Contacts**: "Backup Assistant is now included with your Verizon Wireless Service!", "Learn More", image of a laptop and a mobile phone, "Why Download Backup Assistant".